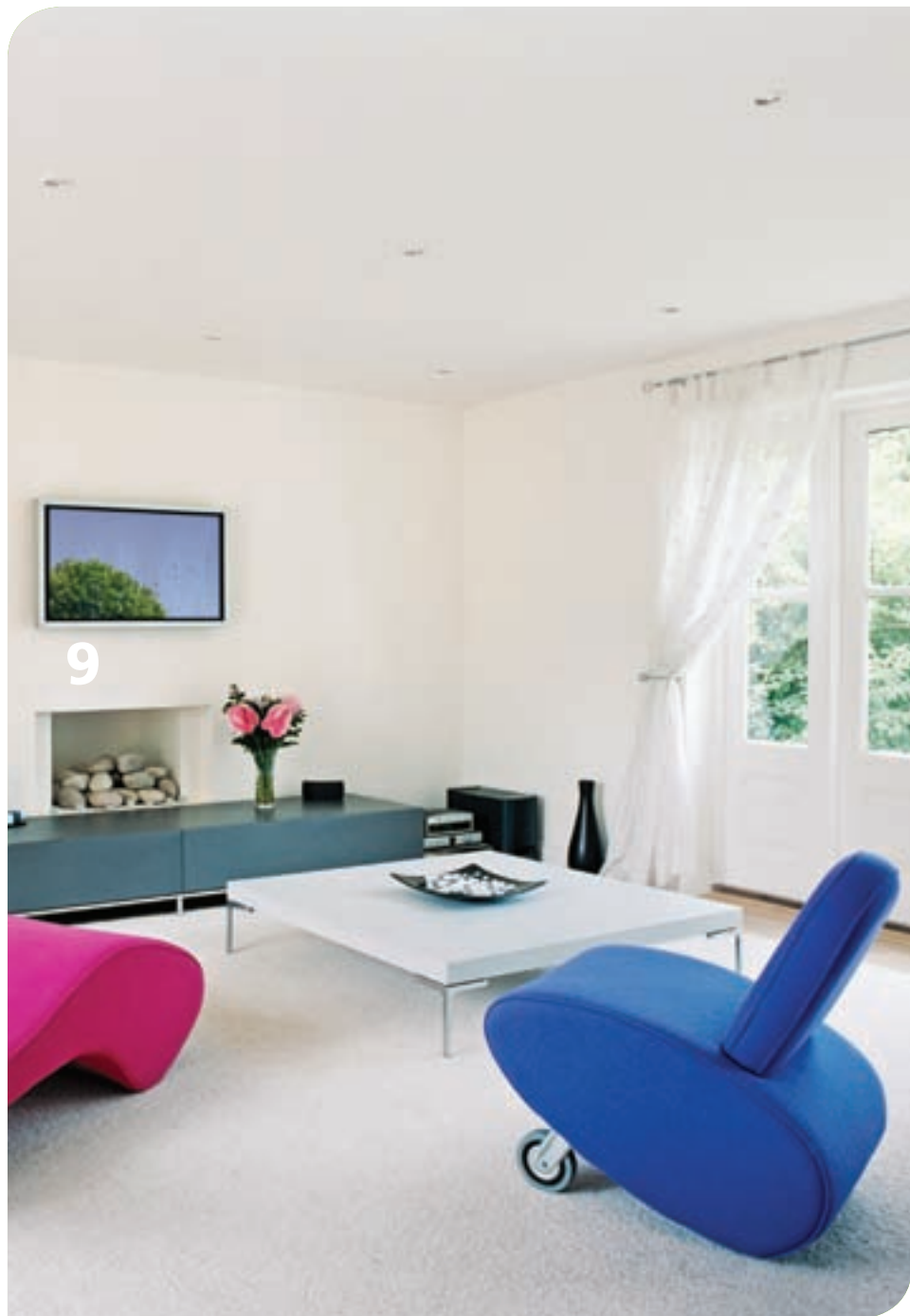




Customer Guide





Welcome to CEM

Guided with the vision to be one of the best energy suppliers in Asia, CEM is committed to providing excellent quality services to you. From world-class supply reliability rating to warm greetings from our Customer Service Officers in our Customer Service Centre or Call Centre, your expectations and needs are always in our mind to excel our pursuit of excellence.

To help you to know more about our services tailor made for you, we have prepared some handy information in this booklet on every facet you would encounter in using our services and electricity. Being your electricity supplier, we are committed to providing quality customer services. We will uphold a fair and appropriate way to handle all matters related to your electricity supply.

Should you come across any doubts or problems, simply call our Info Line at **2833 9911**. You can also find more detailed information at www.cem-macau.com, or utilize our latest e-Service and mobile app to manage your electricity account and perform various customer services anywhere, anytime. From enquiry to service request, provision of contract number (on the upper right hand side of your electricity bill) will always help to facilitate our speedy response.

At CEM, we strive to make a difference to your daily lives.



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E-Service portal

CEM's e-Service at www.cem-macau.com offers you comprehensive and personalized services to manage your electricity account. You can perform the following services anywhere, anytime:

- Create and manage contract profile with access rights*
- Get a thorough look of billing information including the latest balance, analysis and comparison of consumption history record for the past 13 months*
- Perform a wide range of online services and applications
 - Apply for new supply
 - Change of contract name
 - Change of subscribed demand (meter size)
 - Termination of contract
 - Refund of deposit
 - Submit self-reading*
 - Meter reading appointment*
 - Change bill language and paper bill mailing address*
 - Apply for payment reminders, e-bill, etc.*



E-Service App

Synchronized with our e-Service portal @www.cem-macau.com, CEM's new e-Service App is now available for both iOS and Android platforms. It allows you to manage your electricity account and perform various services with the smart phone at your fingertips.

For current e-Service members, simply use the same account to login. New users can create a new account via the App.



Download now or log on
www.cem-macau.com
and start experiencing the
convenience !

* Services available at e-Service App.

Info Line

Simply dial **2833 9911** to obtain information and perform certain services. Our Customer Service Officers will attend your calls personally during service hours. When the line is busy or during non-office hours, you can choose to leave voice message to us or use our 24-hour self-services.

		Speed dial index	
Language selection		3	
Self-services	Bill information*	Check billing information	1 → 1 → 1
		Obtain a faxed copy of your bill	1 → 1 → 2
	Meter reading*	Check next meter reading date	1 → 2 → 1
		Submit self-reading [^]	1 → 2 → 2
		Schedule meter reading appointment [◇]	1 → 2 → 3
	Faxed copy of application	Electricity supply application	1 → 3 → 1
		Change of subscribed demand	1 → 3 → 2
		Transfer of contract	1 → 3 → 3
		Termination of contract	1 → 3 → 4
	Planned outage*		1 → 4
Special announcement		1 → 5	

* You need to input the 10-digit contract number that is stated on the upper right hand corner of your bill.

[^] In case your meter cannot be accessed by our meter reader, you can provide us your self-reading for up to three consecutive months to avoid estimated consumption.

[◇] In case the meter reading date stated on your electricity bill is not convenient to you; you can reschedule another appointment with us.

Is your subscribed demand sufficient for your usage?

With the advancement of technology, there are a lot of electrical appliances enhancing our daily living. Yet, more electrical appliances mean higher energy demand.

Cases happen that your existing meter size may be inadequate to cater the loads of all your electric appliances. You will encounter frequent electricity outages.

Easy steps to stop the hassle

- Consult an experienced electrician to estimate the total subscribed demand required.
- Apply* for an upgrade by calling our Info Line 2833 9911.
- The upgrade can be completed within three working days^.

Never underestimate the consequences

Increasing your subscribed demand improperly can lead to severe consequences.

- Fire hazard
- Power supply interruption at your or other homes in the building
- A fine and/or legal action

For more information on how to determine the appropriate subscribed demand, visit www.cem-macau.com.



* Applicant must be the contract holder.

^ Upon the approval of the electrical work needed on the installation and payment of respective charges.

Moving – Simple steps for your better protection

Through transferring the supply contract, you will have full control of managing the power supply issues and avoid unnecessary disputes in the future.

Simple steps for removals:



* The apartment must be vacated and the contract is terminated after the meter is removed.

^ The deposit will be refunded after all outstanding payments are settled and contract is terminated.

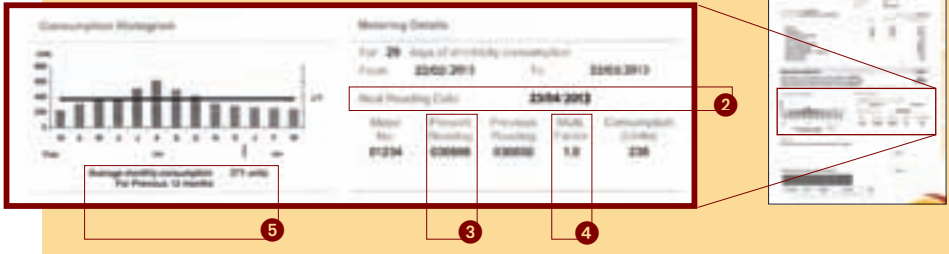


Reading your meter

The register **1** on your meter shows the accumulated electricity consumption, which will be read on the date indicated on your bill as “Next Reading Date” **2**. If you would like to know your up-to-date electricity consumption, simply subtract the “Actual Reading” **3** as stated on your last bill from the reading shown on your meter, and multiply it by the “Multip. Factor” **4***. The result is your current electricity consumption in kWh.



If from time to time your meter cannot be accessed, please provide us a self-reading [^] through our Info Line, otherwise your consumption will be estimated. When we use an estimate, we will base the amount on the average electricity consumption **5** during the most recent 12 months.



Problems with your meter

If you think your meter is not registering your actual electricity consumption, you can apply meter testing^o through our Customer Service Centre, Info Line or E-Service Portal.

Protect yourself from meter tampering

Tampering with the meter can be dangerous. Simple signs of tampering are the breaking of seals and locks. If you suspect that anyone has tampered with your meter, please contact our Info Line at once.

* Some meters only record a fraction of the energy consumed. Therefore, a multiplying factor is required to determine your actual electricity consumption.

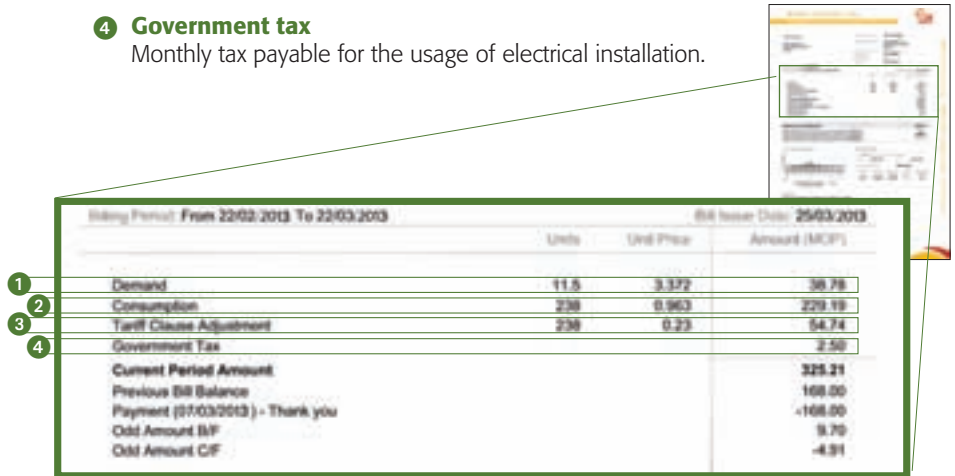
[^] In case your meter cannot be accessed by our meter reader, you can provide us your self-reading for up to three consecutive months to avoid estimated consumption.

^o If the meter is confirmed in ordinary operation, MOP100 will be charged in the next bill. Time elapsed is within three working days (refers to free access to the electrical installation).

Your electricity bill

We will send you a bill* each month for the electricity you used over the billing period based on:

- 1 **Demand** (subscribed demand in units of kVA)
Maximum electric load available through the connection of supply, as stated in your supply contract.
- 2 **Consumption** (consumption in units of kWh)
Total units of electricity consumed during the billing period.
- 3 **Tariff clause adjustment**
Adjustment in tariff to reflect fluctuation in energy production cost, that is fixed quarterly.
- 4 **Government tax**
Monthly tax payable for the usage of electrical installation.



	Units	Unit Price	Amount (MOP)
1 Demand	11.5	3.372	38.78
2 Consumption	238	0.963	229.19
3 Tariff Clause Adjustment	238	0.23	54.74
4 Government Tax			2.50
Current Period Amount			325.21
Previous Bill Balance			168.00
Payment (07/03/2013) - Thank you			-168.00
Old Amount B/F			9.70
Old Amount C/F			-4.91

E-bill – the environmental-friendly choice

To care for our environment, we encourage you to subscribe the e-bill service by visiting our website www.cem-macau.com.

* The electricity bill example used here is applicable only to tariff A customers.

Paying your electricity bill

We offer a number of payment options* for your convenience. Our Customer Service Officers are willing to help you select and set up the option that is going to best suit you.

Autopay

- Bank savings account
- Credit card account



Internet Banking[^]



ATM[^]



Phone Banking[^]



Cheque Box



Over-the-counter

- CEM
- Macao Water
- Macao Post
- Banks
- 7-11 - Convenience Store^{1^}
- Circle K - Convenience Store^{2^}



* Payment options for some of the banks or outlets are subject to minimum service charge.

[^] Bill payment on due date, after cut-off time, is considered done one day after. Please check the cut-off time with collection entity, to avoid overdue bills.

¹ Daily cut-off time is 5:00 pm. Only accept cash below MOP5,000.

² Daily cut-off time is 11:00 pm. Only accept cash below MOP5,000.

What happens if you forget to pay the bill?

There are two payment due dates you need to pay attention to:

- 1st due date - Payment Due Date
- 2nd due date - Latest Date to Avoid Disconnection

If you forget to pay the bill after the Payment Due Date:



- Bills with amount below or equal to MOP50 are not subject to any overdue penalty. For the first month overdue bill exceeding MOP50, you will need to pay 3.5% of the outstanding amount as the late payment charge with minimum amount of MOP20. For consecutive overdue bills, an additional 1.5% late payment charge will be added upon every new bill issued.
- A **RED** bill will be issued to you with the Latest Date to Avoid Disconnection. Before the Latest Date to Avoid Disconnection, you can settle the red bill at other payment outlets. Otherwise, you will need to visit our Customer Service Centre to settle the red bill.

If you forget to pay the bill after the Latest Date to Avoid Disconnection:



- Your power is subject to disconnection. Reconnection will be carried out upon settlement of overdue bills and MOP100 reconnection fee plus overdue penalty will be charged in your next bill after the power is resumed.

Autopay Service

Autopay is the most effective way to avoid late payment. You can either approach CEM and banks for application.

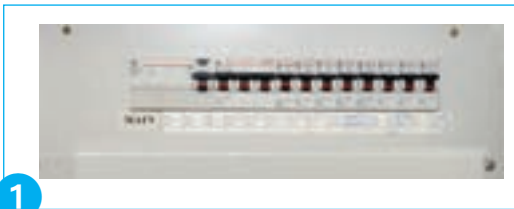
Payment Reminder Service

We will send SMS and/or E-mail to remind you 2 working days before Payment Due Date or Latest Date to Avoid Disconnection. You can also choose to receive reminder on Bill Issue Date.



Understanding your electrical installation

Your electrical installation includes a meter, a service circuit-breaker and a main switchboard. The meter and service circuit-breaker are installed on a meter board near the meter room and public area of each floor or the entrance of your building. The main switchboard is located inside your apartment, which is normally near the entrance.



1

1 Main switchboard

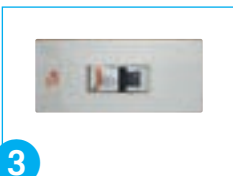
The main switchboard includes a main switch serves for disconnection of supply within your apartment.



2

2 CEM electromechanical meter / Electronic meter

A metering device for measuring the units of electricity consumed.



3

3 CEM service circuit-breaker

It is a switch for controlling the subscribed demand.

Customers' responsibilities

I. Understanding common types of metering installation safety standard

Safety Seal and Calibration Seal guarantee the safety of the electricity supply installation. They should remain sealed under any circumstances. Contact us immediately if you see any seal missing, broken or open.

Single Phase Electromechanical Meter



Electronic Meter



Three-Phase Electromechanical Meter



(Left: Circuit breaker; Right: Meter)

○ Safety Seal

II. Your responsibilities

You are obliged to:

- Inform us and apply for any change of meter location and related electrical installation.
- Do not arbitrarily close the circuit breaker or interfere with the meter and electricity supply installation when the meter operates in normal conditions.
- If the electricity supply installation needs to be terminated, do not arbitrarily close the circuit breaker. Instead, turn off the main control switch at the premises.
- Maintain metering installation area in safe and clean condition and meter panel/box in good condition.
- Do not use meter box or room area for any other usage. Make sure it remains accessible for our crew to enter and inspect.

III. Improper and unsafe conditions

Example 1

Metering installations are blocked by objects and garbage



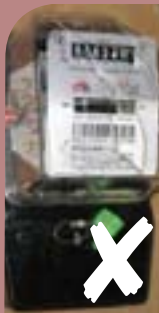
Example 2

Debris inside the meter box



Example 3

Meter cover is broken



Example 4

Meter board is broken



What to do in case of supply interruption?



If the whole building or area is affected, it is due to a supply interruption that might happen. We will work hard to have your supply restored as soon as possible.

If there is a supply interruption at your home, but not at your neighbors, switch off all major electrical appliances. Then check the status of the main switch. If it remains off, check the service circuit-breaker next to your meter. If it is at the off status, switch it on. However, when the electricity supply at your home is in normal condition, do not arbitrarily switch off the circuit breaker next to the meter or interfere with the meter or electricity supply installation. If for any reasons you need to suspend the power supply at your home, please turn off the main switch.

If you have your supply back, it might be due to overload. You may need to apply for an upgrade of subscribed demand (enlarge meter size).

If the service circuit-breaker is on and you are still without electricity, it might be because of a fault in your installation. You may need to consult an experienced electrician.

For whatever the reason causing the supply interruption, please call our Emergency **2833 9922**. Our Emergency Service Representatives will help you for guidance. Nevertheless, should a brownout/blackout happens, our telephone lines may be jammed due to large volume of telephone calls coming in. Don't worry! Our Emergency Team will take care of the problem and restore the power supply without delay.

Safety during supply interruption



1. Use flashlight instead of candle to avoid fire hazards;



2. Turn off all major electrical appliances like air-conditioner, water heater, etc.;



3. Leave any lighting switch on at home so that you will know when the electricity supply has been restored.

Don't attempt to repair the electrical installation and/or appliance by yourself, you should always consult an experienced electrician.

Energy usage cost

To know how to trim your budget on your electricity usage, average usage cost of the following examples will be helpful.

Appliance	Power (W) ¹	Usage time	Energy cost (MOP) ²
Incandescent lamp	5 – 250	1 hour	0.01-0.35
Compact fluorescent lamp	4 – 30	1 hour	0.01-0.04
Fluorescent tube	14 – 65	1 hour	0.02-0.09
Television	50 – 400	1 hour	0.07-0.56
Computer	80 – 300	1 hour	0.11-0.42
Fan	20 – 60	1 hour	0.03-0.08
Air-conditioner	1,000 – 3,000	1 hour	1.40-4.19
Space heater	1,000 – 3,000	1 hour	1.40-4.19
Dehumidifier	200 – 500	1 hour	0.28-0.70
Storage-type water heater	1,500 – 6,000	15 minutes	0.52-2.10
Refrigerator	100 – 300	24 hours	3.35-10.06
Rice cooker	300 – 1,500	30 minutes	0.21-1.05
Exhaust hood	40 – 150	30 minutes	0.03-0.10
Microwave oven	500 – 1,500	15 minutes	0.17-0.52
Electric oven	1,000 – 5,000	15 minutes	0.35-1.75
Induction cooker	1,500 – 4,000	30 minutes	1.05-2.79
Deep fryer	1,000 – 2,000	15 minutes	0.35-0.70
Steamer	300 – 800	30 minutes	0.21-0.56
Washing machine	500 – 3,000	30 minutes	0.35-2.10
Clothes dryer	1,000 – 3,000	30 minutes	0.70-2.10
Vacuum cleaner	300 – 1,000	30 minutes	0.21-0.70
Dishwasher	2,000 – 3,000	30 minutes	1.40-2.10
Dish disinfecting cabinet	500 – 1,000	30 minutes	0.35-0.70
Iron	400 – 1,000	30 minutes	0.28-0.70
Hair dryer	600 – 1,500	15 minutes	0.21-0.52

Method to calculate usage cost

Electrical Appliance Power (kW) x Time of Usage (hours)
= Units of Consumption (kWh)

Units of Consumption (kWh) x Unit Price
= Usage Cost (MOP)

¹ The power of the electrical appliance is an estimate only. Please refer to your electrical appliance for the corresponding power.

² Unit price of tariff A1, as of Jan 2013.



Energy usage tips

Electricity is an essential energy to achieve comfort in our daily lives. However, sometimes we forget how important it is to use it properly.

Do's

- ✓ Pay attention to the energy efficiency label. Choose high efficient equipments only.
- ✓ Select electrical appliances of sizes and features that best suit your needs.
- ✓ Choose electrical appliances with timer or automatic power-off function.
- ✓ Unplug and clean electrical appliances regularly without immersing or rinsing it with water.
- ✓ Use only 3-pin plugs, adaptors and extension units in compliance with safety standard and check if they are damaged or worn-out.
- ✓ Allow sufficient space around an electrical appliance for heat dissipation and keep it away from direct sunlight.
- ✓ Avoid operating more than one electrical appliance from the same socket outlet and watch out for signs of overheating.
- ✓ Employ experienced electricians to carry out periodic maintenance for electrical appliances.



Don'ts

- ✗ Don't place an operating electrical appliance near any hot or combustible object, such as curtains, clothes, etc.
- ✗ Don't let children touch the operating electrical appliances, especially those with heating or rotating parts.
- ✗ Don't touch any electrical appliance, socket outlet or switch if hands are wet.
- ✗ Don't unplug an electrical appliance by pulling its power cord.
- ✗ Don't let power cord, extensions, adaptors touch hot objects or rotating parts.

Energy saving and safety tips

Efficient use of electricity not only lowers your electricity bill, but also helps to maintain your electrical appliances and preserve the environment. Here are some tips for you to save energy and money without sacrificing comfort or convenience.

Refrigerator

Energy saving tips

Do's

- ✓ Fill approximately 2/3 full to achieve efficient operation.
- ✓ Set to recommended temperatures of 3 - 4°C for the fresh food compartment and -18 – -15°C for the freezer.
- ✓ Clean the condenser coils regularly.

Don'ts

- ✗ Don't place hot food and open the door frequently.
- ✗ Don't locate the refrigerator close to heat sources.



Energy safety tips

Do's

- ✓ Leave at least 5 cm on each side for heat dissipation.
- ✓ Stop using if the refrigerator is too noisy or there are abnormal vibrations. Arrange for an inspection by experienced electricians.

Electric water heater

Energy saving tips

Do's

- ✓ Taking showers instead of baths.
- ✓ Set the thermostat at a lower temperature if only a small amount of hot water is needed or in summer.
- ✓ Install the heater near where you use hot water.

Don'ts

- ✗ Don't use overheated water.



Energy safety tips

Do's

- ✓ Stop using and switch off the water heater immediately if steam is emitting abnormally from the shower or any vent outlet, and arrange for repair by experienced electricians.

Air-conditioner

Energy saving tips

Do's

- ✓ Set thermostat at 25°C and use fan to provide supplemental cooling.
- ✓ Clean the air-conditioner filter regularly.
- ✓ Install the air-conditioner on the shaded side of the room.

Don'ts

- ✗ Don't block the air-conditioner vents.



Energy safety tips

Do's

- ✓ Contact an experienced electrician to have the following checked annually: refrigerant charging, condenser coils, fan and filter.

Don'ts

- ✗ Don't restart immediately once the air-conditioner is switched off.

Lighting

Energy saving tips

Do's

- ✓ Use compact fluorescent bulbs.
- ✓ Turn off lights in unoccupied areas.
- ✓ Clean lighting fixtures regularly.



Energy safety tips

Do's

- ✓ Stop using the lighting fixture if there are signs of overheating and have it rectified by experienced electricians.

Don'ts

- ✗ Don't touch energized light bulbs to avoid burns.

Washing machine

Energy saving tips

Do's

- ✓ Sort and organize your laundry for washing full loads.
- ✓ Wash your clothes in cold or warm water.

Don'ts

- ✗ Don't overload the washing machine.



Energy safety tips

Do's

- ✓ Adhere to the instructions given in the user manual to remove foreign items in its drainage system periodically.

Don'ts

- ✗ Don't place the washing machine in wet places.

Space heater

Energy saving tips

Do's

- ✓ Choose a heater with thermostat setting.
- ✓ Close the windows to keep the room warm when the heater is on.
- ✓ Switch off the heater 15 - 30 minutes before leaving home.

Don'ts

- ✗ Don't block the heater with furniture, curtains or appliances.
- ✗ Don't always leave the thermostat at the maximum setting.



Energy safety tips

Do's

- ✓ Leave at least 60 cm of space between the heater and any other objects.
- ✓ Place the heater on a level surface.

Don'ts

- ✗ Don't use the heater as a dryer by placing clothing over it.

Dehumidifier

Energy saving tips

Do's

- ✓ Choose a unit with a humidity setting.
- ✓ Close the windows and doors when the dehumidifier is in use.
- ✓ Clean the air filter regularly.

Don'ts

- ✗ Don't set the humidity setting too high.



Energy safety tips

Do's

- ✓ Before you empty the water container, turn off and unplug the dehumidifier.
- ✓ Be sure the area, the unit, and your hands are dry before you reconnect the cord.

Induction cooker / Microwave oven

Energy saving tips

Do's

- ✓ Use induction cooker or microwave oven instead of traditional cooker.

Energy safety tips

Do's

- ✓ Use only suitable cookware.

Don'ts

- ✗ Don'ts use metallic cookware in microwave oven.
- ✗ Don't heat sealed containers on the cooker or in the microwave oven.





Standard Conditions of Supply of Electricity – Simplified Version

1. Object of contract

CEM will supply the electricity upon compliance with all regulations in force and according to the demand subscribed by the Customer.

2. Term of contract

- 2.1 The supply contract is signed for an initial term of one month, automatically and successively renewable for the same period.
- 2.2 Customer who intends to terminate the contract must inform CEM in written and with a minimum notice of five working days, wherefore the Customer will be liable for any debits due related to energy consumption and demand.

3. Availability and interruption of supply

- 3.1 The electricity supply is permanent and continual in which interruptions or restrictions are only those in result of limitations to consumption determined by service reasons, fortuitous events or force majeure, prior accord, acts imputable to the Customer.
- 3.2 Service reasons are those due to network operation, maintenance and repair works on the distribution network deemed necessary.
- 3.3 Fortuitous events or force majeure are natural disasters, wars, disruption of public order, and similar cases of unexpected nature.
- 3.4 Acts imputable to the Customer are:
 - a) opposition to inspection of installation within the appointed schedule;
 - b) failure to pay the bills on or before the payment due date;
 - c) fraud;
 - d) failure to update guarantee for transfer of contract;
 - e) failure to regularize default situations from fraud;
 - f) impossibility to take meter reading for four consecutive months; and
 - g) non-compliance with provisions that aim at eliminating any type of disruption in network operation and other installations.
- 3.5 For planned interruption, CEM should give individual announcement; or whenever infeasible, public announcement in the media; no less than 36 hours in advance.
- 3.6 For cases where advance announcement cannot be applied due to urgency of interruption, CEM should proceed with the necessary works immediately and give public announcement in newspaper.
- 3.7 Due to safety reasons, all electrical installations shall be considered live during interruption of supply.
- 3.8 When the interruption is imputable to the Customer, CEM will proceed with reconnection of supply after default situation is solved and full payment of all amounts associated with the interruption and reconnection is made.

4. Energy metering and demand control equipment

- 4.1 The energy metering and demand control equipment, referring to the meter and service circuit-breaker, are properties of CEM.

- 4.2 Upon communication to the Customer, CEM reserves the right to replace the energy metering equipment whenever deemed necessary.
- 4.3 Customer is responsible for the costs related to damage of the energy metering equipment, as a result of causes not related to its normal use.

5. Reading of energy consumption

- 5.1 Reading of energy consumption is taken monthly as stated on the bill on the "Next Reading Date".
- 5.2 Whenever by reason imputable to the Customer or by force majeure reading could not be taken, energy consumption will be estimated according to the average reading of the previous 12 months.
- 5.3 Consumption estimated in accordance with 5.2 will be adjusted in the next bill based on meter reading.

6. Tariffs

Electricity tariffs are fixed by the Macao SAR.

7. Billing

Energy consumption and related charges are billed monthly, pursuant to the electricity tariffs fixed by the Macao SAR.

8. Bill payment

- 8.1 The payment of the bill is due in a maximum of 15 days, counted from the reading date, at the office of CEM or through institutions and methods indicated on the back of the bill.
- 8.2 Failure to pay the bill is subject to a surcharge over the outstanding amount and suspension of supply after five working days from the payment due date.

9. Deposit

- 9.1 At the time of signing of the contract, CEM reserves the right to demand the Customer a deposit, which in whole or in part, to settle any debit liable to the Customer.
- 9.2 CEM holds the right to demand an update of deposit resulted from increase of subscribed demand (meter size) or reconstitution, in whole or in part, to settle any debit payable by the Customer to CEM.
- 9.3 Upon termination of contract, the deposit is refunded after deduction of any debit due.

10. Requests and complaints

- 10.1 Customer is welcomed to request and/or complain on the services through Info Line and/or other channels available.
- 10.2 When Customer complains on billing, all debits due being investigated will be suspended until a conclusion is obtained.

11. Jurisdiction

The Court of Law in the Macao SAR will entertain jurisdiction over any disputes that may arise between the Customer and CEM.

How to contact us?

Call Centre

Info Line: 2833 9911
 Customer Service Officers
 Monday to Friday 09:00 – 19:00
 Saturday 09:00 – 13:00
 Self-service
 Monday to Sunday 24 hours
 Fax: 2833 9912
 e-mail: customer.centre@cem-macau.com

Customer Service Centre

Macao: Edifício CEM, Estrada D. Maria II, Macao
 Monday to Friday 09:00 – 17:45
 Taipa: Rua de Bragança S/N, Supreme Flower City,
 Edf. Lai Chun Kok, R/C "Aa", Taipa
 Monday to Friday 10:00 – 19:00

Emergency

Telephone: 2833 9922
 Monday to Sunday 24 hours

Web Site

www.cem-macau.com

Customer's Advocate

Should you feel that we have not provided a satisfactory reply to your request, you may contact our Customer's Advocate.

Telephone: 8393 1206
 Fax: 2871 9687
 Mail: Customer's Advocate
 Edifício CEM, Estrada D. Maria II, Macao
 e-mail: customers.advocate@cem-macau.com





Energy saving tip :

Take a shower instead of a
bath and you'll save about
50% in heating costs.

澳門馬交石炮台馬路澳電大樓
Edifício CEM - Estrada D. Maria II, Macau
資訊通 Linha Info Info Line 2833 9911
www.cem-macau.com

澳門電力股份有限公司
Companhia de Electricidade de Macau - CEM, S.A.